

Sanitas 

Parte de Bupa

HOSPITAL CIMA
Sanitas 

Our Goal: Making Your Stay Comfortable

Welcome Handbook
Sanitas CIMA Hospital

 hospitalcima.es/en/

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01. WELCOME TO SANITAS CIMA HOSPITAL



A hospital designed to offer you the best health care and a comprehensive, personal service

02.

PATIENT'S BILL OF RIGHTS

1. The patient has the right to **respect for their personality, human dignity and private life**, without being discriminated against for social, financial, moral or ideological reasons.
2. The patient has the right to receive a **comprehensive health care service** for their medical conditions, to the extent allowed by the proper and efficient use of the medical resources available.
3. The patient has the right to **confidentiality** of all information related to their procedure, **even keeping their stay at health centres and facilities secret**, except when required by law.
4. The patient has the right to receive **full and ongoing information**, both oral and written, on every aspect regarding their procedure, including diagnoses, treatment alternatives and their risks and prognoses, and this information shall be provided in a simple and understandable language. If the patient does not wish to or cannot expressly receive said information, this shall be provided to their relatives or to those legally responsible for the patient.
5. The patient has the right to choose **freely among the options** offered by the doctor in charge of their case, and their prior explicit consent will be required for any action, except in the following cases:
 - › If action cannot be delayed due to the urgency of the case.
 - › If abandoning the treatment may pose a risk for the public health.
 - › If there is a legal obligation.
- › If the patient is not capable of making decisions, in which case their relatives or the people legally responsible for the patient will exercise this right.
6. The patient has the right to **refuse treatment**, except in the cases indicated in the previous point, and in order to do this they must request their voluntary discharge according to the requirements stipulated in Point 6 of the Responsibilities section.
7. The patient will have the right to be **assigned a doctor**, whose name they must know, and who will be the valid intermediary between the patient and the health care team. In case of absence, another doctor from the team will undertake this responsibility.
8. The patient has the right to have a **written record of their entire procedure**; this information and the tests undergone by the patient comprise the patient's Medical Record.
9. The patient has the right to **not be subjected to research, experiments or clinical trials** without information on their methods, risks and purposes. In these cases, the patient must always give their written authorisation and the doctor must approve the basic principles and regulations to be stipulated according to the Declaration of Helsinki. Training activities will also require express consent from the patient.
10. The patient has the right to **functioning health care and administrative services** and to facilities ensuring acceptable living, hygiene, food, safety and privacy conditions.





- 11.** The patient has the right, **in the event of their hospitalisation**, to have this situation affect as little as possible their **social and personal relationships**. In order to do this, the hospital will provide visiting arrangements as flexible as possible, access to communication and cultural means and systems, the possibility of participating in activities encouraging social relationships and entertainment.
- 12.** The patient has the right to **receive as much information as they wish** concerning aspects of the health care activities which affect their procedure and personal situation.
- 13.** The patient has the right to **know the formal channels for claims, complaints, suggestions and, in general, for communication** with the administration of the Institutions. They also have the right to receive a written answer.
- 14.** The patient has the right to be **voluntarily discharged at any** given time after signing the applicable document, except in those cases included in Article 5 of these Rights.
- 15.** The patient has the right to exhaust the reasonable possibilities of recovery from their illness. The Medical Centre will provide the necessary help for their preparation for death in material and spiritual terms.
- 16.** The patient has the right to be provided the following by the Health Care Institutions:
 - › Proper technical assistance by qualified personnel.
 - › Maximum use of the available means.
 - › A health care service with minimal risks, pain and physical and psychological inconveniences.

03.

PATIENT'S BILL OF DUTIES

1. The patient must contribute to the compliance with the rules and instructions stipulated at **Health Care Institutions**.
2. The patient **must treat** the personnel at the **Health Care Institutions**, other patients and those accompanying **them respectfully**.
3. The patient must **request all the information** on the operating rules of the institution and communication channels (complaints, suggestions, claims and questions) if they wish to use them.
4. The patient has the responsibility to **look after the facilities and to collaborate in keeping** healthcare institutions clean and tidy.
5. The patient must sign the document for their voluntary discharge if they **"DO NOT ACCEPT"** the treatment methods offered.
6. The patient must be **responsible for the proper use of the benefits offered** by the health care system, essentially regarding the use of services, medical leave or permanent disability procedures and pharmaceutical and social benefits.
7. The patient must **use the established channels for complaints and suggestions**.
8. The patient must **demand that their rights be observed**.



04. HOSPITAL LAYOUT

LA MASÍA BUILDING

- › Traumatology
- › Dermatology
- › Plastic, Aesthetic and Reconstructive Surgery
- › Auditorium

MAIN BUILDING

Floor -1

- › Assisted reproductive laboratory
- › General A&E
- › Paediatric A&E
- › Diagnostic Imaging
- › Surgical Wing

Floor 0

Sea Wing

- › Admissions / Main Reception Desk
- › Customer Service
- › Sanitas Insurance Office
- › Cafeteria / Restaurant

Mountain Wing

- › Health services
- › Clinical Analysis Laboratory
- › Paediatric Consultations
- › Hospital Pharmacy

Floor 1

Sea Wing

- › Outpatient Consultations

Mountain Wing

- › Outpatient Consultations
- › Ophthalmology Unit

Floor 2

Sea Wing

- › Hyperbaric medicine unit
- › Sleep studies
- › EEG and VEEG neurophysiology unit
- › Obstetrics and Neonatology Unit: Delivery Rooms and Neonatal ICU

Mountain Wing

- › Haemodynamics
- › Endoscopy
- › Surgical Wing 2; Lithotripsy

Floor 3

Sea Wing

- › Rooms 301-318

Mountain Wing

- › Rooms 319-332
- › Minor Outpatient Surgery/ Lithotripsy

Floor 4

Sea Wing

- › Rooms 401-418

Mountain Wing

- › UCI
- › Dermatology Examination Rooms
- › Gynaecology and Obstetrics Consultations

Floor 5

Sea Wing

- › Clinical documentation
- › Rooms 501-516

Floor 6

Sea Wing

- › Rooms 601-614

IOA BUILDING

(INSTITUTE OF ADVANCED ONCOLOGY)

Floor -1

- › Radiation Oncology Unit

Floor 0

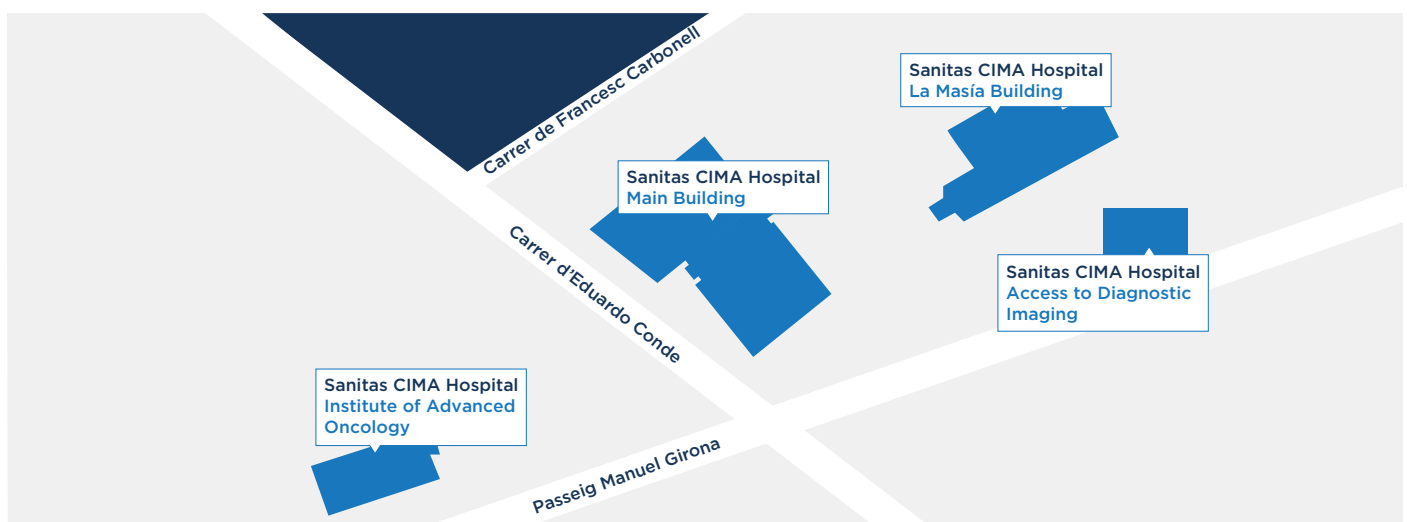
- › Examination Rooms 1-3
- › CAT

Floor 1

- › Treatment Rooms
- › Examination Rooms 4-6

Floor 2

- › Auditorio



05.

ADMISSION GUIDE

PREADMISIÓN

Your doctor will submit your pre-admission request. Only those physicians accredited by the centre's management will be allowed to admit patients to Sanitas CIMA Hospital.

Your doctor will inform you about the medical aspects and will request your consent for your procedure or treatment. If you need anaesthesia for your procedure, you must sign the "Informed Consent for Anaesthesia".

In addition to this, your doctor will also provide you with information regarding:

- › Preoperative care.
- › Preparation before the procedure or treatment.
- › Financial requirements.
- › Estimate for your treatment or authorisation from your insurance company.

If you need to be hospitalised, your doctor will inform you of the date and time of your admission, after notifying it to the Surgical Scheduling department.

Before going to the hospital, you should check the date and time of your hospitalisation with your doctor's secretary. Forty-eight hours before the date set for your procedure you will receive a confirmation call and you will be reminded of the necessary preparations, the documentation you must provide upon hospitalisation and the exact time of admission.

ADMISSION

On the day of your admission, please go to the information desk located in the Hall on the first floor of the main building. There they will carry out the necessary formalities for your stay.

The Admission Department service is available from 07:00 to 14:00 from Monday to Friday, and from 09:00 to 14:00 on Saturday.

You will need the following documentation in order to prepare and process your admission:

- › Your National Identification Document or Passport.
- › The informed consent document regarding the procedure and the informed consent document regarding anaesthesia, if necessary.
- › Healthcare documentation.
- › Financial documentation or authorisation from the health insurer

If a patient does not have authorisation from the health insurer, the patient will have to pay the full amount of the initial estimate of treatment costs and must leave a deposit, pending the final bill.

Payment of the cost of the hospital stay can be made in cash up to the amount of EUR 1,000, by credit card or by bank transfer.

FOLLOW-UP

The patient's doctor will provide them with follow-up care during their stay at the hospital. They will inform the patient of their diagnosis, their treatment, the progress of their illness or post-operative care, if they have undergone surgery.

If the patient has been hospitalised due to surgery, they will be given their next appointment and their medical report upon leaving the hospital.

If the patient, on the other hand, has undergone day surgery, they will be given a list of recommendations by their doctor concerning the type of surgery performed.

Due to safety reasons, patients are not allowed to leave the hospital without medical discharge.

HOSPITAL DISCHARGE

Discharge depends on your doctor's decision. Once you have the relevant report, you will have to leave the room before 10:00 a.m. or in any case 1 hour after the discharge report is delivered. After this time, you will be considered a private patient and appropriate rates will be applied.

If it occurs between 10:00 a.m. and 4:00 p.m., a Half Stay charge will be issued. If it occurs later than this time, a Full Stay will be issued.

The payment of additional expenses not contemplated in the initially settled budget will be made on Floor 0, in the Cash Department. The bill must be paid before leaving the Hospital, with the following details:

- › Medical expenses
- › Hospital expenses, if appropriate

There are **3 optional payment methods:**

- › Cash (up to a maximum of € 1,000)
- › Credit card
- › Bank transfer

06. HOSPITAL STAY



IDENTIFICATION OF ALL HOSPITAL STAFF

Hospital staff are identified with a card with their name, surname, professional category and photograph, indicating the Service to which they belong.

Students and staff in training who participate in your care process are also identified with an identification card and you will also be verbally informed that they are staff working in supervised practices.

PATIENT IDENTIFICATION

At the time of admission to our hospital, they will place an identification bracelet on your wrist with your name, surname and date of birth, that you should wear throughout your stay in hospital.

Our hospital staff will ask you about your first name, surname and date of birth before performing any care or procedure and will confirm these data on your wristband as a security measure. This process of verifying your identity is to be performed irrespective of time you have been in the hospital or the level of familiarity with our professionals and, even though it may be uncomfortable for you, we thank you for your collaboration because it is a clinical safety mechanism during your stay in hospital.

ROOMS

Sanitas CIMA Hospital has 76 rooms at your disposal. They are equipped with ergonomic electric beds. In the bed headboard you will find light switches and a remote control to communicate with the Nursing Service. For any request, please use this notification system.

All rooms are equipped with private bathroom, telephone, television and sofa bed for companions. In case you require it, you may have a left-luggage office to deposit your belongings on the ground floor. For more information, please contact Reception. Whenever you use the communication system, your call will be reflected in the Nursing Control. A nurse will answer your call immediately by phone and will answer your request, covering all your needs.

In order to respect the privacy of the rest of the patients, room doors must remain closed. Family members should avoid standing in the hallways.

PATIENTS' MEALS

Your doctor will establish the most suitable diet for your recovery. All our diets have been supervised by an endocrine physician and a dietitian. No external food should be brought to the hospital. In this way, you will not eat food that is contraindicated for your

pathology or that may cause interaction with the medications administered to you.

Patients who do not require a special diet may choose from the menu that will be provided daily in the room. If you want something extra or a drink outside the established hours, please notify it to the Nursing Service.

If there are no contraindications, it will be served to you in the room. Requests will be considered as extra expenses and will be settled together with the invoice.

Meal hours:

- › Breakfast: 8:00-9:00 a.m.
- › Lunch: 1:00-2:00 p.m.
- › Afternoon snack: 4:00-5:00 p.m.
- › Dinner: 8:00-9:00 p.m.

Given the risk that it may pose to their health, it is strictly forbidden to bring food to the patient without the express consent of the doctor in charge.

COMPANIONS AND VISITS

All rooms have a sofa bed for companions.

For the well-being of patients, **no more than two people should stay in the room.** Silence is essential and visits by children are not advisable.

Visiting hours for admitted patients are not restricted, however the recommended hours are between 9:00 a.m. and 9:00 p.m. Each hospitalization floor has its own living room.

ICU PATIENTS

The ICU is in Mountain Wing on floor 4. Information hours are from 12:30 p.m. to 2:30 p.m. For privacy reasons, no information will be provided over the phone.

Patients' hours of visits are from 12:30 p.m. to 2:30 p.m. and from 7:00 p.m. to 9:00 p.m. In order to facilitate rest, the presence of companions will not be allowed during the night.

They can provide the patient with basic hygiene items, as well as books and radio sets. The use of electronic devices will be limited depending on the risk of interference with the Unit's monitoring devices. Likewise, we will appreciate, in order to preserve a comfortable environment in the Hospital, that all mobile phones are turned off or silenced.

In order to respect the privacy of other patients, it is not allowed to remain outside the boxes. If there is anything you need, please use the bell inside the box and we will take care of you immediately.

If a hospitalized patient is transferred to the ICU, companions must leave the room they were occupying.

SHIFT CHANGES

All Hospitalization Units have continuous assistance 24 hours a day, every day of the year; for this work shifts have been distributed in the morning, afternoon or evening.

SMOKERS

In accordance with Law 42/2010 of December 30, 2010, smoking is prohibited throughout the hospital premises.

FAILURES / OPERATION

Should you notice any anomaly in the comfort of your room, please call Nursing Control, who will immediately notify the Technical Maintenance Services.



07.

AT THE SERVICE OF YOUR WELLBEING

HOSPITAL ACCESSIBILITY

The facilities of Sanitas CIMA Hospital are free of architectural barriers and are designed to help disabled people feel totally included. Thus, the comfort and convenience of all our patients have been taken into consideration from the very beginning of the hospital project through the design of rooms with fully equipped bathrooms and wide corridors.

Sanitas CIMA Hospital has received the Universal Accessibility Management System Certification from SGS.

COMPANIONS' MEALS

Companions wishing to eat at the hospital can head to the restaurant located on floor 0.

If the companion wishes to have food served in the room, room service is available by calling extension 739195.

This service involves an extra cost that will be added to the price of the order in the cafeteria.

The cost of the accompanying meal will be borne by the patient, depending on the coverage of their mutual insurance company. Please check it with your insurer. Private patients will assume this cost in any case.

There is also a Meal Service for Companions of people with disabilities and children, which must be requested from the Nursing Service or directly at the Restaurant. The corresponding expense will be paid at the time the meal is served. In these cases, the cost of the meal will not include a room service surcharge.

COMPANIONS' ROOM

The hospital offers the opportunity for the companion's bed to be made between 19:00 and 22:00. The cleaning staff will enter the room to ask if you would like the companion's bed to be made.

The cost of the companion bed will be borne by the patient depending on the coverage of their mutual insurance company. Private patients will assume this cost in any case.

TV AND TABLETS

All rooms have free television with all the usual DTT channels.

WI-FI

The center offers free Wi-Fi access. You will be able to connect without a password to the Sanitas Clients network.

TELEPHONE

Your room has a direct telephone number for making and receiving calls. To telephone an external number, first dial 0 and then the number you wish to ring. The list of calls made will be created by the automatic charging system. When you are discharged, please go to Reception to pay the bill.

USEFUL TELEPHONE NUMBERS

Patient Care

› Extension 736649

Admissions

› Extensions 739136 y 739364

Room Service (Cafeteria)

› Extension 739195

For outside calls, dial 00 before the number you are calling.

VALUABLE OBJECTS

The center does not have a safe available to our patients. The center is not responsible for absences or damages that may occur, so we recommend you not to leave any valuables in the room.

PLANTS AND FLOWERS

We recommend avoiding keeping potted plants or large bouquets of flowers in your room in order for your room to remain as well ventilated as possible.

ANIMALES

Por motivos sanitarios, queda prohibida la entrada de animales. Para los usuarios de perros de asistencia se cumplirá lo establecido en la legislación vigente.

OBJECTS THAT GENERATE HEAT

For security reasons, it is not permitted to use heat-generating or flame-producing products such as water heaters, toasters, pillows, etc or heating blankets, candles, incense, or any other element that could cause a fire.



CAFETERIA/RESTAURANT

The cafeteria/restaurant is located on the Ground Floor.

- › The opening times of the cafeteria are from 7:00 to 20:00 h, Monday to Friday.
- › The lunch restaurant service will be open from 13:00 to 16:00 h.
- › Saturdays and Sundays from 9:00 to 16:00 h.

The Hospital also has vending machines at your disposal for food and beverages distributed by the different hospitalisation floors, as well as in waiting rooms, which allow payment by card.

OTHER SERVICES

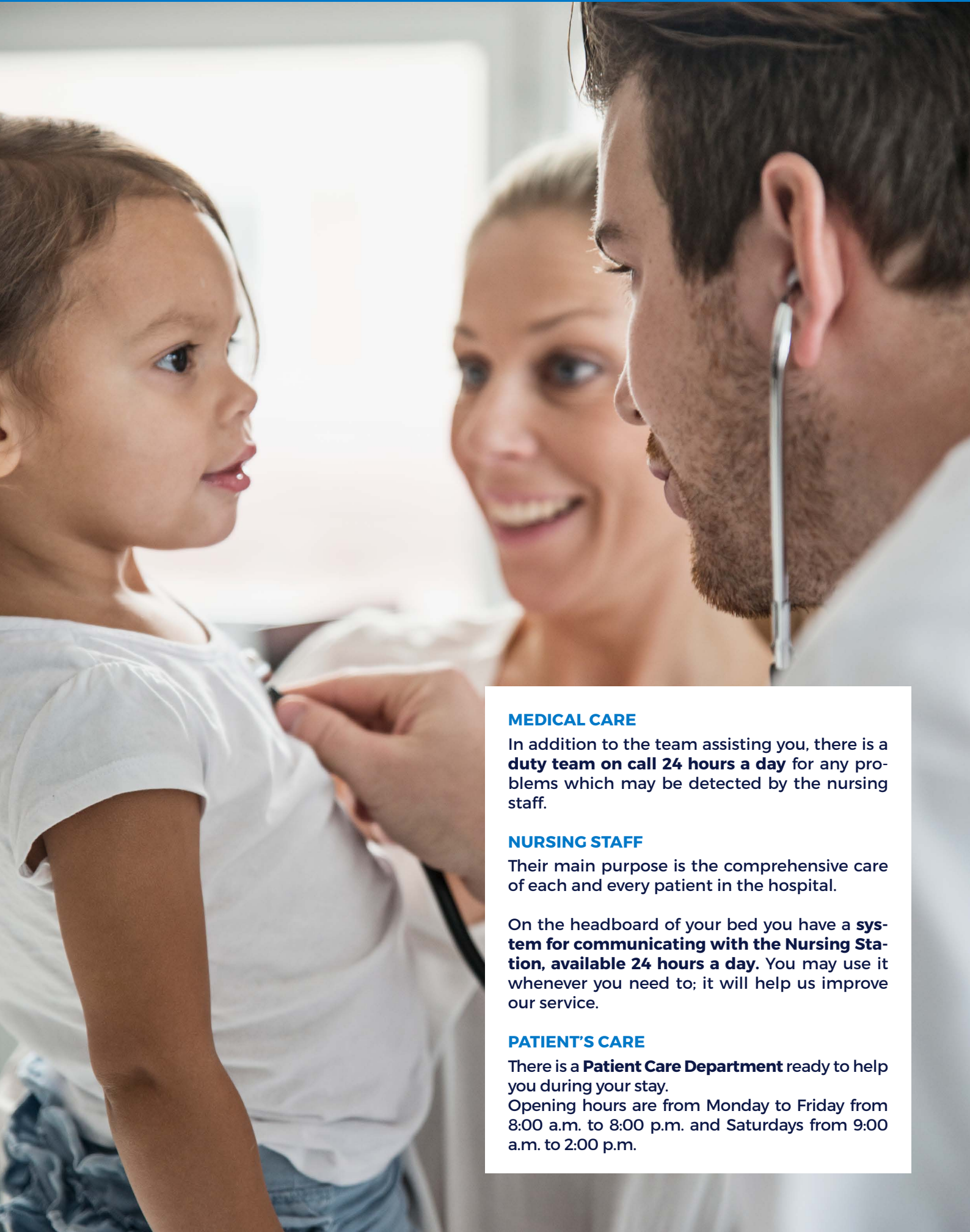
If you need a taxi, you can request one at the Main Reception, Emergency Reception or Consultation Reception. Our Patient Care Department is also available to deal with anything else we can help you with.



**OUR GOAL:
OFFER THE HIGHEST
LEVELS OF QUALITY**

08.

AT THE SERVICE OF YOUR HEALTH



MEDICAL CARE

In addition to the team assisting you, there is a **duty team on call 24 hours a day** for any problems which may be detected by the nursing staff.

NURSING STAFF

Their main purpose is the comprehensive care of each and every patient in the hospital.

On the headboard of your bed you have a **system for communicating with the Nursing Station, available 24 hours a day**. You may use it whenever you need to; it will help us improve our service.

PATIENT'S CARE

There is a **Patient Care Department** ready to help you during your stay.

Opening hours are from Monday to Friday from 8:00 a.m. to 8:00 p.m. and Saturdays from 9:00 a.m. to 2:00 p.m.

MEDICAL SPECIALTIES

- › Allergology
- › Andrology
- › Digestive System
- › Reproductive Biology
- › Cardiology
- › Dermatology
- › Diagnostic Imaging
- › Dietetics and Nutrition
- › Endocrinology
- › Gynecology and Obstetrics
- › Hematology
- › Infectious diseases and traveller care
- › Aesthetic Medicine
- › Intensive Medicine
- › Internal Medicine
- › Clinical Neurophysiology
- › Nephrology
- › Neurology
- › Pneumology
- › Pediatrics
- › Clinical Psychology
- › Psychiatry
- › Assisted Reproduction and Sterility
- › Rheumatology
- › Precision Cancer Diagnosis Unit
- › Research Unit
- › Medical Oncology Unit
- › High Precision Radiotherapy Unit

SURGICAL SPECIALITIES

- › Anaesthesiology and Resuscitation
- › Angiology and Vascular Surgery
- › Heart Surgery
- › General and Digestive Surgery
- › Maxillofacial Surgery
- › Orthopaedic Surgery and Traumatology
- › Plastic, Cosmetic and Reconstructive Surgery
- › Thoracic Surgery
- › Neurosurgery
- › Ophthalmology
- › Otolaryngology
- › Urology

DIAGNOSTIC AND THERAPEUTIC METHODS

- › Clinical Analysis
- › Densitometry
- › Ultrasound Scan
- › Stereotactic digital mammography
- › Interventional Radiology
- › Conventional Radiology
- › Magnetic Resonance Imaging (MRI)
- › Computed Tomography Scan (CT)
- › Haemodynamics

09.

MEDICAL SPECIALTIES, UNITS AND DIAGNOSTIC METHODS

CIMA HOSPITAL UNITS

- › Sleep Alterations Unit
- › Travel Service Unit
- › Laser Surgery Unit
- › Checks Unit
- › Precision Cancer Diagnosis Unit
- › Digestive Endoscopy Unit
- › Chronic Fatigue and Fibromyalgia Unit
- › Research Unit
- › Obstetrics and Neonatology Unit
- › Medical Oncology Unit
- › Unit for Early Diagnosis of Women's Pathology
- › Lithotripsy Unit
- › Children's Sleep Unit

INSTITUTE OF ADVANCED ONCOLOGY (IOA) UNITS

- › Precision Cancer Diagnosis Unit
- › High Precision Radiotherapy unit
- › Medical Oncology Unit
- › Research Unit

10.

OBSTETRICS AND NEONATOLOGY UNIT

Sanitas CIMA Hospital expands to continue offering the best service to its customers. In order to do this, the hospital has undergone a renovation to accommodate an advanced and comprehensive Obstetrics and Neonatology Service, a 700-square-metre area located on the Second Floor of the main Hospital building.

THE NEW INFRASTRUCTURE

The new facilities have:

- › 3 delivery rooms
- › 1 operating room for caesarean sections
- › 24 -hour neonatal ICU with breastfeeding area

WHETHER YOU HAVE A SANITAS INSURANCE OR NOT

You may give birth at Sanitas CIMA Hospital whether you have an insurance contracted with Sanitas or with other insurance companies approved by the hospital.

WHAT DELIVERY OPTIONS DOES THE HOSPITAL OFFER?

- › Humanised Birth: encouraging minimal intervention during birth.
- › Induced Birth: a birth which has been programmed due to a medical condition or a delay in delivery.
- › Caesarean Sections: a delivery option in which a surgical incision is made in the abdomen and the uterus of the mother in order to extract the baby.

SCOPE OF THE NEONATAL ICU

If your baby needs to be referred to the Neonatal ICU, they may be treated in the event of Level II > 32 weeks and >1.5 kg. If a transfer is needed, the referral hospital will be the San Juan de Dios hospital, located at Passeig Sant Joan de Déu, 2.

VISITING HOURS

The hospital is open for family visits 24 hours a day, but, as in other Sanitas CIMA Hospital areas, it is recommended that they take place between 9:00 and 21:00. In case of admission in the Neonatal ICU, the visiting hours will be limited, except for mothers who wish to breastfeed their babies.

CHILDBIRTH PREPARATION

The childbirth preparation courses cover all kinds of topics related to giving birth: breathing techniques, pain management, warning signs, delivery process, etc.

These classes usually start in the third quarter of pregnancy, although in some cases they may begin earlier. The Childbirth Preparation classes of Campus CIMA are conducted at the Milenium Centro Médico Iradier, located at Calle Iradier, 3.



We inform you that certain medical tests or procedures on the newborn baby may not be covered by your insurance if your baby is not registered with the insurance company.

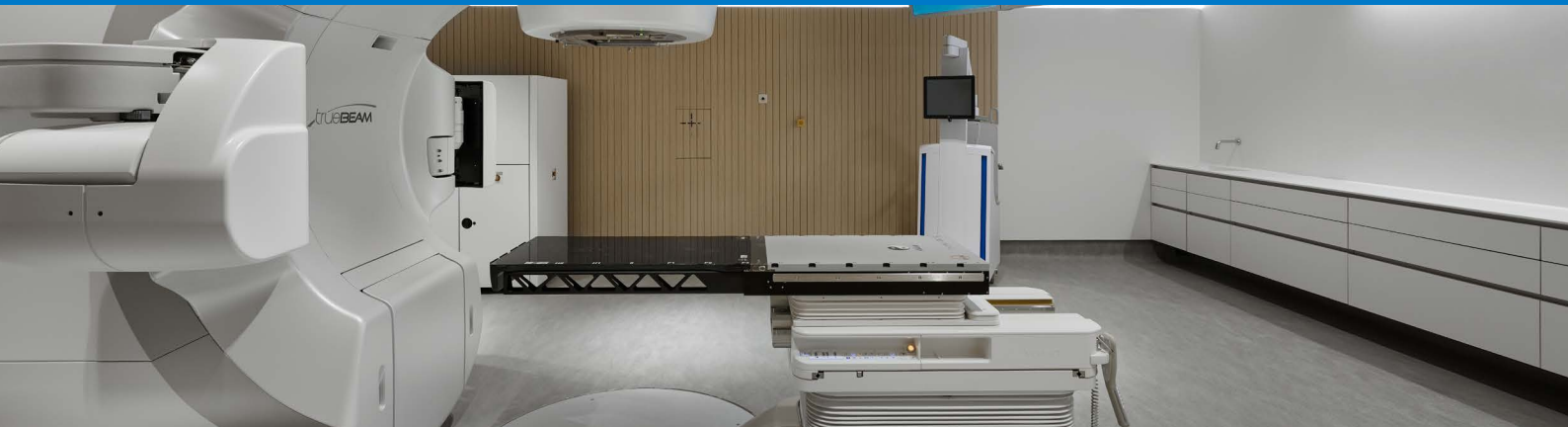
Please, contact your insurance company in order to solve any doubt regarding this issue and to register your baby, if you wish.

A Sanitas Insurance Office is available on the Hospital Ground Floor.

It is open from 8 h to 18 h. We remind you that any cost not included in said coverage must be directly paid by the patient before leaving the hospital.

11.

INSTITUTE OF ADVANCED ONCOLOGY (IOA)



INSTITUTE OF ADVANCED ONCOLOGY

Sanitas and Atrys, a company specialized in the diagnosis and radiotherapy treatment of cancer, have combined their experience to offer all the innovation in cancer in the same center: **the Institute of Advanced Oncology (IOA).**

The IOA has reunited the best team of **specialists** with international experience and the most advanced technology with a single objective: to offer cutting-edge care tailored to your needs in all types of oncological diseases.

Our medical professionals (pathologists, radiologists, medical oncologists, radiation oncologists, radio-physicists, etc.) work hand in hand with the oncology nursing unit: only in this way we can **provide the care, attention and expert** and continuous information that the best cancer cure process requires.

Each case is supervised by a multidisciplinary **tumor committee** that brings together, in addition to all the oncology specialists and the nursing unit, our radiologists, surgeons and genetic counselors. In it, medical-scientific advances, best clinical practices and medical advice are shared, and actions are agreed upon so that you always receive the best therapeutic option.

We offer **comprehensive care** and therefore we also have the support of psycho-oncologists, nutritionists, endocrinologists, sleep therapists, physiotherapists and experts in aesthetics. They take care to complete our rigorous diagnosis and treatment with the warmest and most expert care.

At the Institute for Advanced Oncology (IOA) we also invest in **the best technology in the world** so that this personalized treatment can become a reality. The Institute is equipped with a TrueBeam linear accelerator implemented with the latest technological developments for the use of radiosurgery and SBRT with absolute precision. This accelerator

allows **treatments to be more precise, fast, safe and effective and they can be performed in fewer sessions.**

This work method allows us to address all types of oncological diseases in the IOA, both **primary tumors and metastases, and specifically:**

- › Breast tumors
- › Gynecological tumors (cancer of the ovaries, uterus, cervix, endometrium and vulva)
- › Thoracic tumors (lung cancer, trachea, thyroid and mesothelioma)
- › Tumors of the colon, rectum and anal canal
- › Genitourinary tumors (prostate, bladder, kidney and testicular cancer)
- › Tumors of the upper digestive tract (cancer of the esophagus, gastric, pancreas, liver and bile ducts)

IOA units:

- › Precision Cancer Diagnosis Unit
- › High Precision Radiotherapy Unit
- › Medical Oncology Unit
- › Research Unit

In addition, the following examination rooms are available to patients:

- › Second opinion oncology consultation: face-to-face or by video.
- › Genetic Advice Consultation.



Address:

Paseo Manuel Girona 23, Barcelona (150 m from Sanitas CIMA Hospital)



Phone number:

932 534 408



Url: sanitas.es/ioa

12.

A GREAT TEAM OF DOCTORS AT YOUR SERVICE



As you may already know, the medical team of Sanitas CIMA Hospital. is made up of **prestigious specialists**, all of whom are doctors with proven ability and experience.

Sanitas CIMA Hospital. is within the framework of the Sanitas hospital policy and it is the finest example of its commitment to health care quality and to the **incorporation of the latest technology applied to medicine**.

At this hospital, all the members of staff involved in every activity are chosen using the same selection criteria and work with the same level of efficiency. The professional standards of all our staff are the best guarantee for you, and they are the pride of Sanitas CIMA Hospital.

We will do our best to make your stay at our hospital highly satisfactory. Your feedback on your experience regarding health and personal care at our hospital will be extremely helpful for us.

CLINICAL DOCUMENTS

The medical documents created during your stay will be part of your Medical Records and will be held by the Hospital according to the centre's security and confidentiality policy.

All medical documents provided by you will also be added to your Medical Records. You can retrieve them by requesting your documentation in advance from the Medical Record Archive.

To guarantee and protect your personal data, and in compliance with the current legislation on data protection, it is essential to make the request in advance to obtain any document from the archive.

If the request is filed by the patient, they must provide their ID document in order to verify their identity. If the request is filed by somebody else, they must provide, in addition to an authorisation from the patient, a copy of both their own ID document and the patient's ID document.

Likewise, the results of the tests performed are confidential and authorisation will be required in case they need to be collected by a person other than the patient.

ADVANCE DIRECTIVES AND LIVING WILLS

Advance directives (or living wills) are the wishes that a person states in advance about their health care and treatment or their body, so that their wishes can be fulfilled when that person encounters certain clinical situations that impede them from expressing their wishes themselves.

If you already have a living will or would like to have one, speak to the doctor responsible for your care so that it can be included in your medical records. If you wish to do this, please ask for an appointment with the Patient Care Service.

HEALTH CARE ETHICS COMMITTEE

Sanitas Hospitales has a Health Care Ethics Committee to deliberate on ethical questions which may arise out of health care activities. It is a multidisciplinary body of a merely consultative nature, whose purpose is to help the person who made the query in their decision making. Possible proposals or alternatives for the ethical conflicts raised will be adopted after a plural, prudent, reasonable and qualified deliberation. If you would like to submit a query, you must complete a form through the Patient Care Service, which will process your request.

INTEGRATED MANAGEMENT SYSTEM

We have an Integrated Management System implemented according to standards ISO 9001 on quality management, ISO 14001 on environmental management, ISO 14064 on carbon footprint, ISO 50001 on energy management and UNE 170001 on Universal Accessibility Management.

In addition to this, the hospital has been granted accreditation by Joint Commission International, which is considered the gold standard in global health care in hospitals and which assesses the strictest international standards regarding quality and patient safety.

The main value of this certification lies in the fact that it develops a health care approach focused on the patient, it is an assurance of quality, it encourages the effectiveness of health care processes, it guarantees the rights of patients, and it increases patient safety and interdisciplinarity.

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